

VIRGINIA'S MEDICAID PROGRAM

DMAS

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Commonwealth of Virginia

Medicaid and Schools Program

Random Moment Time Study


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Random Moment Time Study

Learning objectives:

1. Understand what the Random Moment Time Study is and how it works.


2. Understand how the reimbursement process works and why RMTS is so important.

3. Know the timeframes and deadlines.

4. Know how to complete the required tasks for managing RMTS for your school division.

5. Gain some helpful tips and tools to ensure that your school division is maximizing your Medicaid reimbursement while meeting all program requirements.

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What is a Random Moment Time Study?

Random

A selection of working "moments" that cannot be reasonably predicted because there is no pattern or sequence

Moment

A one minute "snapshot"


Time

Each staff member's work day

Study/Survey

Questions asked to determine the staff member's work activity

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RMTS Overview

The Random Moment Time Study (RMTS) is a statistically valid means of measuring the amount of time that participants spend doing different types of activities by sampling a sub-set of all possible working minutes in time for the group.

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RMTS Overview

Cost-Based Reimbursement Methodology

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RMTS & Reimbursement

- The RMTS results/percentages are used as an allocation factor in both Administrative Claiming and the Direct Services Cost Report.
- Accurate RMTS percentages are the **KEY** to accurate reimbursement!
- School Divisions influence the accuracy of the RMTS by:
 - Including the "right" staff with accurate work schedules
 - Ensuring that staff are properly trained
 - Ensuring that all assigned moments are answered

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How Does RMTS Work?

- 1 **School Divisions:** identify staff qualified to participate; quarterly update of staff lists + work schedules
- 2 **UMMS:** Generates random moments across the 3 statewide participant pools; sends email notifications to participants when chosen to document a moment
- 3 **School staff (participants):** complete annual training; respond to all assigned moments
- 4 **UMMS:** assigns "activity codes" to moments; calculates results (percentages) after each quarter is complete

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The RMTS Quarterly Cycle

School Division RMTS Coordinator Responsibilities:

Before the Quarter Starts	During the Quarter	After the Quarter
<ul style="list-style-type: none"> Identify staff for RMTS participation Update RMTS list Update work schedules Provide participant training 	<ul style="list-style-type: none"> Monitor participation Follow-up on unanswered moments Provide ongoing participant training 	<ul style="list-style-type: none"> Submit any Change of Status (COS) Check final participation compliance reports Review completed moments reports

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Deadlines: Before the Quarter

All participant list updates and work schedule entries (or changes) must be completed in the RMTS system no later than the first Friday of the month preceding the start of each quarter.

Tip: Set reminders in your calendar!

Time Study Quarter:	Participant List & Calendar Entry/Edit Deadline:
October 1 – December 31	First Friday of September
January 1 – March 31	First Friday of December
April 1 – End of School Year	First Friday of March

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Who Should Participate?

Direct Service Pool 2 or 3

1. What services does my School Division claim for in the Direct Services program?
 - a. Who delivers IEP-prescribed direct medical services to students (for which my school division seeks reimbursement)?
 - b. Are they Medicaid qualified practitioners?
 - This includes that supervision is being provided where required
 - c. Will they be submitting documentation for Medicaid billing for the covered services that they provide?
2. Who does Medicaid Billing?

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Potential Participants

Job Group (Pool) 2 Nursing, Psychological, Medical Services	Job Group (Pool) 3 Therapy Services
<ul style="list-style-type: none"> Psychologist Physician Social Worker School Social Worker RN/LPN/Nurse Practitioner Personal Care Assistant Billing Personnel 	<ul style="list-style-type: none"> Speech Therapist Occupational Therapist Occupational Therapist Assistant Physical Therapist Physical Therapist Assistant Audiologist

Key Points:

1. **Dept. of Health Professions License** information required for most job descriptions in either of the Direct Service pools (to ensure only DMAS qualified providers are included)
2. **Billing Personnel** = Completing paperwork or tasks required to submit claims to Medicaid (If Medicaid Coordinator is doing this work, should be listed as Billing Personnel)
3. **Do not include contracted staff**

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Potential Administrative Pool Participants

Who is 'reasonably expected' to perform Medicaid reimbursable Administrative activities (but doesn't qualify for a direct service pool)?

Staff whose work activities **improve access to health care**:

- Medicaid outreach & application assistance
- Specialized transportation scheduling/arranging
- Translation services related to **health** care service delivery
- Program planning and policy development related to the delivery of **health** services
- Referral, coordination and monitoring of **health** services

NOTE: It's not about staff job descriptions – it's about who does this type of work

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Reimbursable Administrative Activities

Improve Access to Health Care: Medicaid Outreach

Schools are an important partner with Medicaid in identifying students and families who could benefit from Medicaid assistance and might be eligible to enroll in Medicaid.

Activities include:

- Providing information about the benefits and availability of services provided by the Medicaid and FAMIS programs
- Notifying families of EPSDT programs, such as health screenings, being conducted at school
- Providing information about Medicaid managed care programs and how to access those benefits
- Planning or coordinating training for outreach staff

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Reimbursable Administrative Activities

Improve Access to Health Care: Facilitating Medicaid Applications

Activities include:

- Assisting students or families with the Medicaid application process
- Assisting students or families with gathering necessary information needed to apply for Medicaid
- Providing forms and materials to assist in the application process
- Referring students or families to a local Medicaid assistance office
- Assisting students or families with renewing their Medicaid coverage



NEW last year! Eligibility effective / enrollment dates included in quarterly Medicaid Eligibility Matching Results!

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Reimbursable Administrative Activities

Improve Access to Health Care: Arranging for Medicaid Covered Transportation

Activities include:

- Scheduling or arranging for transportation to a Medicaid covered service
- Clerical/paperwork activities required in scheduling transportation

NOTE: This does not include the actual provision of the transportation

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Reimbursable Administrative Activities

Improve Access to Health Care: Translation Related to Medicaid Covered Services

Activities include:

- Scheduling or arranging for a translator or sign-language interpreter to assist a student or family member access or understand **health**-related care or treatment
- Providing translation services to assist a student or family member access or understand **health**-related care or treatment

NOTE: If a translator is assisting a family with a Medicaid application – that is reimbursable, but as an Outreach/Application assistance activity

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Reimbursable Administrative Activities

Improve Access to Health Care: Program Planning, Policy Development or Interagency Coordination related to health services

("Big picture" planning and development for all students)

Activities include:

- Collaborating with other agencies around delivery of **health**-related services to students
- Developing strategies to improve the coordination of **health** care delivery among different service providers
- Developing referral relationships and resources among groups of **health** professionals within or external to the school division

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Reimbursable Administrative Activities

Improve Access to Health Care: Referral, Coordination and Monitoring of health services

(for specific students)

Activities include:

- Making referrals for and/or coordinating **health** services
- Arranging for/scheduling **health** related services
- Monitoring and follow-up to ensure that prescribed or referred **health** services were provided
- Coordination of **health**-related care

NOTE: This does not include referrals or scheduling related to state-mandated health services or screenings

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Key things that are NOT Reimbursable

1. IEP meetings (attending, scheduling, coordinating, taking minutes or notes, filing related paperwork, etc.)
2. Writing, editing an IEP
3. Obtaining parental consent
4. Chairing an IEP meeting
5. Educational, vocational, disciplinary, general student supervision services
6. Providing, arranging, coordinating, monitoring IEP academic support services

RMTS Information: Who? When? How?

In most school divisions, the Medicaid Coordinator completes the RMTS participant updates. But coordinators need support and

Information Needed	Who will provide the information?	How much time do they need to prepare?	What's the correct data source?	How will information be communicated?
New hires	HR? Payroll?	1 week?	Payroll system?	Reports? Email?
Job Position changes	HR? Payroll?	10 days?	Payroll system?	Reports? Email?
Staff funding source & FTE	Finance?	1 week?	General Ledger?	Reports? Email?
Work Schedules	Building Admin?	2 weeks?	Timekeeping system?	Reports? Email?
Leaves; Retirements; Terminations	HR? Payroll?	1 week?	HR system?	Reports? Email?

Process for Updating Participant List

As a Medicaid Coordinator (or other designated RMTS coordinator) my best friends are the instruction guides!

- Find what you need on the DMAS website page that's dedicated to Medicaid school-based services:
<https://www.dmas.virginia.gov/#/medandadminreimbursement>
- For RMTS, refer to the "VA Schools RMTS Participant Management Guide"
 - Step-by-step instructions
 - Screenshots to help you follow along
 - Deadlines
 - Sample reports to check your work

Participant Lists

Demonstration of Managing Participants

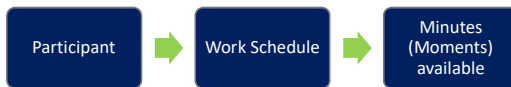
1. Add new participants
2. Inactivate participants who will no longer be participating or have left employment
3. Re-activate a previous participant who is returning
4. Edit/Update participant information

NOTE: Demonstration will include completing these updates using the online screens or through a process of exporting a file, updating that file, then uploading updated information.

RMTS Work Schedules

PURPOSE: Participants should be selected for moments at times when they are working – this is important for the statistical validity of the time study

HOW? This is accomplished by associating participants with an accurate work schedule



Work Schedules

Group staff who share common working days and hours into a single 'Work Schedule'

Staff Name	Job Description	Work Location	Hours	Works School Vacation Wks?	School Year or Year-round?
Amy Apple	Nurse	Elem. School	M-F 7:30 - 3:00	No	School Year
Betty Banana	Social Worker	High School	M-F 7:30 - 3:00	No	School Year
Carla Carrot	PT	Middle School	M-F 7:30 - 3:00	No	School Year
Cara Cucumber	OT	Middle & H.S.	Tue/Thu 7:45 - 3:15	No	School Year
Denise Date	PCA	Elem. School	M-F 7:35 - 3:05	No	School Year
Louise Lettuce	Nurse	Middle School	M-F 7:30 - 3:00	No	School Year
Mary Melon	Audiologist	All Schools	Tue/Thu 7:50 - 3:20	No	School Year

Look for common schedules

- Schedule A: M-F 7:30 – 3:00 for Amy, Betty, Carla, Denise & Louise
- Schedule B: Tue/Thu 7:45 – 3:15 for Cara & Mary

Work Schedules


Calendar Hierarchy

1. The calendars work in a hierarchical order. School Division-wide holidays and non-working days should be entered into the School Division calendar first.
2. When Work Schedule calendars are generated they will be pre-populated with the School Division holidays and days off.
3. This **only works once**, at the exact time that the work schedule is initially generated for the year.

School Division Calendar

One-Time Transfer!

Work Schedule




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Live Demonstration

For RMTS work schedule instructions, refer to the **"VA Schools RMTS Calendar Guide"**

- Step-by-step instructions
- Screenshots to help you follow along
- Deadlines
- Sample reports to check your work

We'll do a demonstration, following along with the instruction guide




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Work Schedules

Check your work!

1. Review system-generated reports to ensure the accuracy of Work Schedules
 - Calendar Data Entry Report
 - Calendar Date Entry Summary Report
2. Review system-generated reports to make sure all staff have been associated with the correct schedule



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Before the Quarter...

Last, **but not least**, before every RMTS quarter begins, school divisions should:

1. Communicate with your participants
2. Make sure your participating staff are trained

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Participant Training

Lack of training can result in lowered reimbursable time!

Example email replies to RMTS notification/reminder emails:

- Unsubscribe
- Remove me from your list

Example problematic RMTS responses by Virginia participants:

- I wasn't working with a Medicaid student, so there's nothing for me to document
- I wasn't with a student at all at the time of my moment (I was alone, documenting services) so it's not Medicaid related
- I don't work with Medicaid, remove me from this survey
- I don't provide health services, I work in a school so I only provide educational services
- My student was absent, so this doesn't apply to me
- During that time I was doing ... (and they list 5 things)
- I was logging into the system to answer my moment

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Participant Training

School Division resources for participant training:

- CMS Required RMTS [online training video](#)
- Get to the P.O.I.N.T [online training video](#)
 - Objective is to focus on 'quality' RMTS responses
 - Use the drop-down responses whenever possible!
 - Encouraging participants to find their responses in the drop downs saves time and improves accuracy
 - If participants decide to write-in a response, be prepared for follow up questions from UMMS, and to provide comprehensive responses
- RMTS Participant "Quick Reference Guide"

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Training Reminder

Real-time reports monitor which participants have completed training:

- Training Documents Viewed Report
- Training Documents Not Viewed Report

Group Training Sessions:

- If conducting a group training session where you play the training video and discuss RMTS, email your attendance list to UMass
- UMass will record training attendance in the system for each listed participant
- Reports will represent that training was accessed

Participant Training Reminders:

- Remember that, as a group, the Medicaid Coordinators decided to 'turn on' the system's ability to remind participants to view the online training.



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Participant Communication

Your participants need to hear from you!

- Explain why staff participation is important, including fiscal impact to your school and why the staff member is included in the time study
- Explain the school's expectations, including oversight and staff compliance expectations and consequences
- Inform staff who are new to the time study about their required participation in the RMTS
- Inform staff about the required online training module and the need to complete the training prior to answering any random moments, and annually thereafter



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Participant Communication

Your participants need to hear from you continued...

- Instruct participants what to do if they return to work after being out for several days and discover that they have missed a random moment
- Discuss whether participants can access school email from their personal cell phone (so they can take advantage of the option to respond from their mobile device)
- Indicate how participants without a dedicated computer at the school will be notified and respond to moments. Consider setting expectations for how frequently staff should check their email



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Participant Communication

continued...

- Provide staff with appropriate internal resources for troubleshooting any problems or answering questions about the Medicaid program
- Identify the staff in participants' building that they can go to if they have questions or need assistance related to the RMTS
- Describe school policy around CC'ing "supervisors" on RMTS moments
- Address any other topics participants need to understand about how to be fully compliant, including responding to moments timely and accurately

During the Quarter

School Division RMTS Coordinator Responsibilities:

1. Monitor staff participation in the time study to ensure that all assigned moments are answered
2. Follow-up on any unanswered moments
 - Do participants need training?
 - Are there issues with participants receiving notifications and reminders?
 - Is an appropriate "supervisor" identified for all participants who could help intervene in the future to avoid future problems?
 - Are there situations where a Change of Status is appropriate?
 - Do RMTS work schedules need to be adjusted?

Change of Status Requests

When to submit a Change of Status request?

1. After moments have been generated, during the quarter
2. As soon as you become aware of the change, but no later than 5 business days after the close of the quarter
3. The participant is not able to complete their moment due to:
 - Leave of Absence
 - Termination from employment
 - No longer appropriate to participate in the RMTS due to a job position change or change in their federal funding status
 - Other circumstances when the participant was not at work at the time of their moment and also did not work at any time during the 'grace period'


NOTE: If a participant was not at work at the time of their moment, but **does** return before the expiration of the assigned moment, **they are expected to answer the moment.** They will indicate that they were not working at the time of the moment.

Change of Status Requests

When not to submit a Change of Status request?

- At the beginning of the new school year, staffing changes that occurred over the summer (when there was no RMTS conducted)
 - When updating the Q2 (effective October 1st) participant list, do not submit a Change of Status request for any staffing changes that occurred between the end of last school year and September 30th. Make these changes to Participant data that will be submitted for Q2
- If the participant was working at the time of their moment, or at any time during the 'grace period'
- When there is an inclement weather school closing which affects all participants, not just an individual participant
 - In case of extended, unplanned school closings that impact many or all participants, email UMMS at RMTSHelp@umassmed.edu for assistance

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Change of Status Requests

How do I submit a Change of Status request for a Leave of Absence where the pay status or return to work date is undetermined?

Submit the Leave of Absence Request with as much information as is available. As soon as the missing information is determined, access the original request and add the information

- Reminder email notifications will be sent periodically until the missing information is submitted
- All unknown information must be 'resolved' no later than five (5) days after the end of the quarter, or the request will not be processed

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After the Quarter

School Division RMTS Coordinator Responsibilities:

- If necessary, submit online Change of Status (COS) requests for unforeseen circumstances impacting staff's ability to respond to the time study (such as terminations, leaves of absence)
- Check final participation compliance reports
 - Did all of your participant pools achieve the required 85%?
 - If not, determine the reason(s) and evaluate whether changes should be made, or staff training is required
- Review completed moments reports
 - Evaluate moments indicated with a "Not Paid Time" status to determine if adjustments to RMTS work schedules are needed and make schedule adjustments

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Compliance Reminder

1. A statewide compliance rate of 85% participation must be met
2. If 85% is not met a penalty will be applied by adding non-reimbursable time to the RMTS results which would **NEGATIVELY** impact ALL School Divisions

	Admin Only (Pool 1)	Direct Medical (Pool 2)	Therapy Services (Pool 3)
Q2 2020	90.33%	94.59%	97.03%
Q3 2020	91.85%	96.52%	98.18%
Q4 2020	--	--	--

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Q2 2020	90.33%	94.59%	97.03%
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Q4 2020	--	--	--

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Reports

Reports are available to monitor compliance

RMTS Participant Moment Not Completed Report

Run Date: 04-12-2021
Run Time: 04-12-2021 09:51
State: VA
School Division: Public Schools
Job Position: All
School Group: All
Year: 2015
Quarter: 4
Date:

Name	Emp ID	Job Desc	Job Code	School/Group	Moment Date	End of Grace Period	Email	Status	Supervisor Email #
Battaglia, Amy	1195	Case Manager	1	HS	04/01/2015 08:21 AM	04/06/2015 02:22 AM	abattaglia@publicschools.net	Incomplete	supervisor@gmail.com
Lee, Linda	1196	OT Aide	2	Therapy 1	04/01/2015 03:40 AM	04/06/2015 03:44 AM	llee@publicschools.net	Incomplete	supervisor@gmail.com
Wiley, Tracy	1234	Personal Care Assistant	2	Elementary Schools	04/01/2015 02:00 AM	04/06/2015 02:03 AM	twiley@publicschools.net	Incomplete	supervisor@gmail.com
Reynolds, Barbara	2145	Personal Care Assistant	2	PSA 1	04/01/2015 02:42 AM	04/06/2015 02:42 AM	breynolds@publicschools.net	Incomplete	supervisor@gmail.com
Wiley, Tracy	1234	OT	2	Group 1	04/01/2015 02:00 AM	04/01/2015 02:00 AM	twiley@publicschools.net	Incomplete	supervisor@gmail.com
Wardell, Heather	3039	PT	1	Middle School	04/01/2015 08:21 AM	04/01/2015 08:24 AM	hwardell@publicschools.net	Incomplete	supervisor@gmail.com
Wiley, Tracy	1234	Case Manager	1	Elementary Schools	04/01/2015 03:11 AM	04/01/2015 03:11 AM	twiley@publicschools.net	Incomplete	supervisor@gmail.com
Landwehr, Larry	1235	Case Manager	1	Group A	04/01/2015 02:00 AM	04/01/2015 02:00 AM	llandwehr@publicschools.net	Incomplete	supervisor@gmail.com
Wardell, Heather	3039	Speech Therapist	2	Middle School	04/01/2015 02:33 AM	04/01/2015 02:33 AM	hwardell@publicschools.net	Incomplete	supervisor@gmail.com

Live Reports:
Updated 'real time'

Incomplete moments can still be answered before the grace period ends

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RMTS “fun facts”

Can you guess what these numbers represent?

Statistic	Source
108	No. of participating School Divisions
11,444	No. of RMTS participants (staff)
8,646	No. of moments sampled per quarter
25,938	No. of moments sampled per year
2	Average number of moments assigned per participant per year
90,783	No. of automated email notifications & reminders sent per year
4,902	No. of manually coded moments per year
924	No. of moments requiring coder follow-up per year
663	No. of COS requests per year
3,940	No. of times RMTS participant online training viewed per year

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Best Practices & Tips

1. Identify your “support system” and collaborate on communicating information and on deadlines
2. Set calendar reminders for yourself
3. RMTS Admin system is available 24/7/365 – make updates as soon as you know the new information – don't wait until the deadline
4. Communicate with and train your participants
5. Medicaid Coordinators should probably be listed in the RMTS as 'Billing Personnel' in the direct medical services cost pool
6. Customize up to 3 'supervisors' per participant to be cc'd on “late” reminder emails
 - RMTS Coordinator is automatically cc'd on final 72 hour and 96 hour emails
7. Run RMTS reports on day one of the quarter, not before

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Contact Information

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